

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1-11. (canceled)

12. (previously presented) In a voice response system having a telephone interface, a method of interpreting input comprising:

receiving a dual tone multi-frequency (DTMF) key sequence over the telephone interface;

determining a constrained recognition grammar to recognize a set of utterances, wherein each utterance of the set has an associated alphanumeric string identifier that maps to a DTMF sequence that is equivalent to the DTMF key sequence;

determining an order associated with the set of utterances based on a weighting factor;

playing a first audio message over the telephone interface to solicit a voice input, the first audio message comprising the set of utterances in the determined order;

in response to receiving the voice input over the telephone interface, processing the voice input using the constrained recognition grammar to determine a matching element of the set; and

playing a second audio message corresponding to the matching element.

13. (canceled)

14. (canceled)

15. (previously presented) The method of claim 12, wherein the weighting factor comprises a probability or likelihood that an utterance will be selected.

16. (previously presented) The method of claim 12, wherein the weighting factor comprises access frequency associated with each of the set of utterances.

17. (previously presented) The method of claim 12, further comprising:
identifying at least one alphanumeric character for each single DTMF input in the DTMF key sequence.

18. (previously presented) The method of claim 12, wherein the constrained recognition grammar is constrained to recognize at least one or more words associated with each utterance.

19. (previously presented) The method of claim 12, wherein the processing the voice input using the constrained recognition grammar to determine a matching element of the set comprises:
favoring a more frequently selected element of the set over less frequently selected elements of the set when determining the matching element.

20. (previously presented) The method of claim 12, wherein the DTMF key sequence represents a stock ticker symbol or a company name.

21. (previously presented) A system, comprising:
means for receiving input from a caller, the input corresponding to input from a

keypad;

means for identifying a plurality of matches corresponding to the input;

means for determining an order associated with the plurality of matches based on a weighting factor;

means for identifying at least one grammar associated with the plurality of matches;

means for playing the plurality of matches to the caller in the determined order;

means for receiving a voice input from the caller;

means for processing the voice input using the at least one grammar to identify a first one of the plurality of matches; and

means for playing an audio message corresponding to the first match.

22. (previously presented) The system of claim 21, wherein the means for identifying a plurality of matches comprises:

means for identifying at least one alphanumeric character for each single entry made by the caller via the keypad.

23. (previously presented) The system of claim 21, wherein the means for identifying at least one grammar comprises:

means for identifying a first grammar constrained to identify words associated with the plurality of matches.

24. (previously presented) The system of claim 23, wherein the means for processing the voice input comprises:

means for favoring a more frequently selected one of the plurality of matches.

25. (previously presented) A system, comprising:

a voice portal configured to:

receive input from a caller using a keypad,

identify a plurality of matches corresponding to the input,

determine an order associated with the plurality of matches based on a weighting

factor,

identify at least one grammar associated with the plurality of matches,

play a first audio message to the caller, the first audio message comprising the

plurality of matches in the determined order,

receive a voice input from the caller, and

identify a first one of the plurality of matches based on the voice input using

the at least one grammar.

26. (previously presented) The system of claim 25, wherein the voice portal is further configured to:

play a second audio message to the caller, the second audio message being associated with the first match.

27. (canceled)

28. (canceled)

29. (previously presented) The system of claim 25, wherein the weighting factor comprises:

at least one of a likelihood that one of the plurality of matches will be selected or an access frequency associated with one of the plurality of matches.

30. (previously presented) The system of claim 25, wherein the voice portal is further configured to:

identify at least one alphanumeric character for each single keypad input selected by the caller.

31. (previously presented) The system of claim 25, wherein when identifying at least one grammar, the voice portal is configured to:

identify a grammar tailored to recognize words associated with the plurality of matches.

32. (previously presented) The system of claim 31, wherein when identifying a first one of the plurality of matches, the voice portal is configured to:

favor a more commonly selected one of the plurality of matches over less commonly selected matches.

33. (previously presented) The system of claim 25, wherein the input from the caller using a keypad comprises dual tone multi-frequency (DTMF) input.

34. (previously presented) The system of claim 33, wherein the DTMF input represents a stock ticker symbol or a company name.

35. (previously presented) A method, comprising:

- receiving input from a caller using a keypad;
- identifying a plurality of matches corresponding to the input;
- identifying at least one grammar tailored to recognize words associated with the plurality of matches;
- playing an audio message to the caller, the audio message comprising the plurality of matches played in an order based on a weighting factor;
- receiving a voice input from the caller;
- identifying a first one of the plurality of matches based on the voice input using the at least one grammar; and
- providing information associated with the first match to the caller.

36. (canceled)

37. (new) The method of claim 12, wherein the set of utterances comprises a plurality of keywords and processing the voice input using the constrained recognition grammar to determine a matching element of the set comprises:

- comparing the voice input to the plurality of keywords to identify at least one of the plurality of keywords.